

01-18-08

920476-95350

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In the application of : HESSION, Patrick  
Serial No. : 10/743,971  
Filed : December 23, 2003  
For : Directing Contacts Between An End User  
and A Contact Center Agent  
Examiner : SMITH, Creighton H  
Art Unit : 2614  
Customer number : 23644

**REQUEST FOR REFUND**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir,

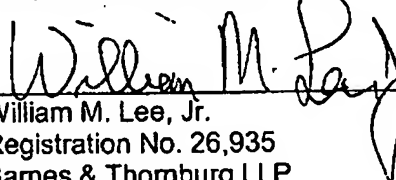
Submitted herewith is a copy of the Deposit Account Statement of the firm of the undersigned for January 2008, having highlighted thereon on the first page two charges assessed against this application. Since the second charge is a duplicate, a refund is requested.

The response filed on January 3, 2008 required an excess claims fee of \$210 for the additional independent claim. There is only one charge of \$210, however, that should have been assessed against the application, not two charges.

It is therefore requested that the second \$210 charge be credited to Deposit Account No. 12-0913, and any questions should be directed to the undersigned.

January 17, 2008

Respectfully submitted,

  
William M. Lee, Jr.

Registration No. 26,935  
Barnes & Thornburg LLP  
PO Box 2786  
Chicago IL 60690-2786  
(312) 357-1313  
(312) 759-5646 (fax)

CHDS01 WLEE 444106v1



**United States  
Patent and  
Trademark Office**

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Page**Deposit Account Statement**

**Requested Statement Month:** January 2008  
**Deposit Account Number:** 120913  
**Name:** BARNES & THORNBURG  
**Attention:** JENNIFER STREMPLEWSKI  
**Street Address 1:** P.O. BOX 2786  
**Street Address 2:**  
**City:** CHICAGO  
**State:** IL  
**Zip:** 60690-2786  
**Country:** UNITED STATES

DATE	SEQ	POSTING REF TXT	ATTORNEY DOCKET NBR	FEE CODE	AMT	BAL
01/02	1603	11039096	34132-96098	1251	\$120.00	\$18,264.37
01/02	1657	09747691	920476-904867	1401	\$510.00	\$17,754.37
01/02	4845	E-REPLENISHMENT		9203	-\$40,000.00	\$57,754.37
01/02	5096	77134589	40967-105023	7001	\$3,900.00	\$53,854.37
01/02	5371	77134581	45350-105022	7001	\$3,900.00	\$49,954.37
01/02	64	11952304	34875-106085	2201	\$210.00	\$49,744.37
01/02	65	11952304	34875-106085	2202	\$50.00	\$49,694.37
01/02	6474	2132881	921818-917218	7205	\$100.00	\$49,594.37
01/02	6475	2132881	921818-917218	7201	\$400.00	\$49,194.37
01/02	6861	11994434	920602-106946	1631	\$310.00	\$48,884.37
01/02	6862	11994434	920602-106946	1642	\$410.00	\$48,474.37
01/02	6863	11994434	920602-106946	1633	\$210.00	\$48,264.37
01/02	7305	77258263	45764-106568	8507	\$45.00	\$48,219.37
01/02	8263	2524871	39031-98204	7205	\$100.00	\$48,119.37
01/02	8264	2524871	39031-98204	7208	\$200.00	\$47,919.37
01/03	753	10743971	920476-95350	1201	\$210.00	\$47,709.37
01/03	835	10743971	920476-95350	1201	\$210.00	\$47,499.37
01/03	862	11941930	43381-106075	2051	\$65.00	\$47,434.37
01/03	898	77362648	35004-106816	7001	\$325.00	\$47,109.37
01/03	3424	77362818	40404-106819	7001	\$325.00	\$46,784.37
01/03	4307	76666206	36887-103534	8521	\$40.00	\$46,744.37
01/03	4308	76666206	36887-103534	8522	\$25.00	\$46,719.37
01/03	5	11848768	920522-106323	1252	-\$340.00	\$47,059.37
01/03	7	11848768	920522-106323	1011	-\$300.00	\$47,359.37
01/03	8	11848768	920522-106323	1111	-\$500.00	\$47,859.37
01/03	9	11848768	920522-106323	1311	-\$200.00	\$48,059.37
01/03	10	11848768	920522-106323	1202	-\$250.00	\$48,309.37
01/03	11	11848768	920522-106323	1201	-\$200.00	\$48,509.37
01/03	14	11848768	920522-106323	2051	\$45.00	\$48,464.37

Deposit Account Statement

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01/03 16	11848768	920522-106323 4011	\$75.00	\$48,389.37
01/03 19	11848768	920522-106323 2201	\$100.00	\$48,289.37
01/03 20	11848768	920522-106323 2202	\$125.00	\$48,164.37
01/03 18	11848768	920522-106323 2311	\$100.00	\$48,064.37
01/03 17	11848768	920522-106323 2111	\$250.00	\$47,814.37
01/03 7977	78951428	920562-103784 7004	\$150.00	\$47,664.37
01/03 10352	11960988	920584-106948 8021	\$40.00	\$47,624.37
01/03 10656	77363359	38899-106736 7001	\$650.00	\$46,974.37
01/03 10882	09888730	0584-1041 1501	\$1,440.00	\$45,534.37
01/03 10883	09888730	0584-1041 1504	\$300.00	\$45,234.37
01/03 11027	77068175	41902-104517 7003	\$100.00	\$45,134.37
01/04 912	77363459	38019-106849 7001	\$325.00	\$44,809.37
01/04 2650	1867547	43555-104744 8503	\$15.00	\$44,794.37
01/04 3126	11084881	35701-98942 1501	\$1,440.00	\$43,354.37
01/04 3128	11084881	35701-98942 1504	\$300.00	\$43,054.37
01/04 3412	77363632	38019-106827 7001	\$325.00	\$42,729.37
01/04 4217	10476928	27726-95024 1252	\$460.00	\$42,269.37
01/04 4697	10683301	920476-94887 1501	\$1,440.00	\$40,829.37
01/04 4698	10683301	920476-94887 1504	\$300.00	\$40,529.37
01/04 5299	78953450	103375 7004	\$150.00	\$40,379.37
01/04 19	10738489	920476-95333 1251	\$120.00	\$40,259.37
01/04 10366	77079108	41902-104574 7003	\$100.00	\$40,159.37
01/04 12315	11969426	44161-106942 4011	\$75.00	\$40,084.37
01/04 12317	11969426	44161-106942 2311	\$105.00	\$39,979.37
01/04 12316	11969426	44161-106942 2111	\$255.00	\$39,724.37
01/07 761	10247172	673-1042 1251	\$120.00	\$39,604.37
01/07 1874	61019038	44897-106975 2005	\$105.00	\$39,499.37
01/07 5	PCT/US07/86953	45480-106650 8007	-\$80.00	\$39,579.37
01/08 1505	10311023	602-1592 2252	\$230.00	\$39,349.37
01/08 2218	29299919	46687-106959 2012	\$105.00	\$39,244.37
01/08 2220	29299919	46687-106959 2312	\$65.00	\$39,179.37
01/08 2219	29299919	46687-106959 2112	\$50.00	\$39,129.37
01/08 3450	78645427	44302-105041 7005	\$100.00	\$39,029.37
01/08 3451	78645427	44302-105041 7004	\$150.00	\$38,879.37
01/08 11001	77366178	46443-106843 7001	\$975.00	\$37,904.37
01/08 12373	77059933	41902-104442 7003	\$100.00	\$37,804.37
01/08 12396	11778450	920674-105812 2501	\$720.00	\$37,084.37
01/08 12398	11778450	920674-105812 1504	\$300.00	\$36,784.37
01/09 673	29299919	46687-106959 8021	\$40.00	\$36,744.37
01/09 903	77366618	39756-99399 7001	\$325.00	\$36,419.37
01/09 1187	2582052	11605-92495 7205	\$100.00	\$36,319.37
01/09 1188	2582052	11605-92495 7208	\$200.00	\$36,119.37
01/09 3015	2586508	20794-91463 7205	\$100.00	\$36,019.37
01/09 3016	2586508	20794-91463 7208	\$200.00	\$35,819.37
01/09 3349	10979659	920229-96505 2252	\$170.00	\$35,649.37
01/09 3350	10979659	920229-96505 2801	\$405.00	\$35,244.37
01/09 3351	11275742	921095-102333 1501	\$1,440.00	\$33,804.37
01/09 3352	11275742	921095-102333 1504	\$300.00	\$33,504.37
01/09 3658	78836367	920986-102546 7003	\$100.00	\$33,404.37
01/09 6130	11721646	6653-203495 8021	\$40.00	\$33,364.37
01/09 15	11660068	9204	-\$100.00	\$33,464.37



## Electronic Patent Application Fee Transmittal

Application Number:	10743971			
Filing Date:	23-Dec-2003			
Title of Invention:	Directing contacts between an end user and a contact center agent			
First Named Inventor/Applicant Name:	Patrick Hession			
Filer:	William M. Lee/Sharmon Paris			
Attorney Docket Number:	920476-95350			
Filed as Large Entity				
<b>Utility Filing Fees</b>				
Description	Fee Code	Quantity	Amount	Sub-Total in USD(\$)
Basic Filing:				
Pages:				
Claims:				
Independent claims in excess of 3	1201	1	210	210
Miscellaneous-Filing:				
Petition:				
Patent-Appeals-and-Interference:				
Post-Allowance-and-Post-Issuance:				
Extension-of-Time:				

Adjustment date: 01/24/2008 HDETA1  
01/03/2008 INTERF 00000504 120913  
01 FC:1201 210.00 CR  
10743971